

Illinois LDC – Energy Efficiency Programs

Illinois Commerce Commission 2020-2021 Winter Preparedness Policy Session

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Energy
Efficiency
Program



Discussion Topics

- COVID-19 Impacts
- Low-income Customers
- Public Sector Customers
- Workforce Development



A SMART START TO WINTER

COVID 19 Impacts

As of mid-March, COVID-19 disrupted everyday life for everyone. Due to the pandemic, executive orders and directives issued by state and local municipalities imposed restrictions resulting in the inability to administer energy efficiency portfolio offerings as designed.

Sheltering-in-Place and Social distancing impacts resulted in the suspension of all field work for programs requiring in-home and facility assessments. All in-person customer outreach events were canceled. To continue serving customers during the pandemic, utilities developed innovative approaches to provide program implementation (e.g. virtual delivery) when possible.

To help prioritize the safety of our customers, scheduling of in-home and facility assessments resumed mid-July, following the guidance provided by state and national health authorities. Health and safety plans put in place by program implementers required social distancing restrictions and appropriate PPE protocols across all program activities.

Utilities Serve Low-Income Customers

We all partner with community-based organizations to help reach low income customers.

- Ameren Illinois

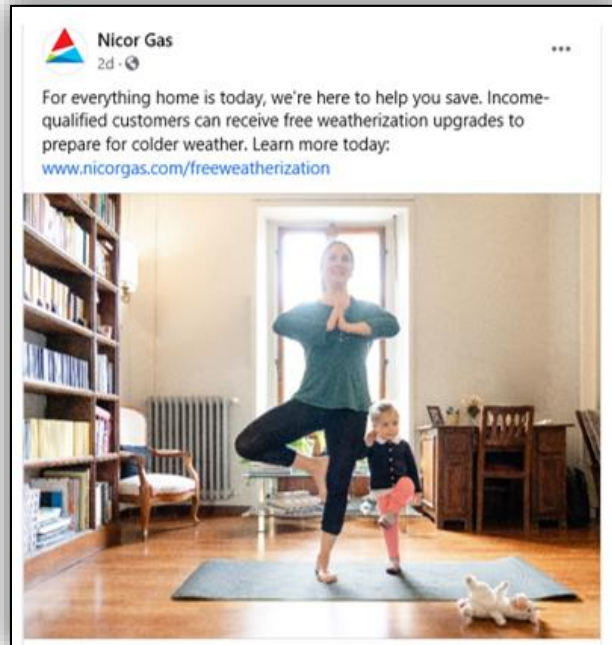
- Offering residential energy efficiency programs to customers at or below 300% poverty level, including distribution of Safe and Virtual Energy Efficiency kits
- Partners have engaged with over 75,000 customer since January 2020 through digital outreach and communication
- Smart Saver thermostat initiative will provide no-cost thermostats to over 7,000 customers in 2020



Peoples Gas and North Shore Gas

- Offering residential energy efficiency programs to customers at or below 200% poverty level
- Income-qualified energy-saving outreach has resumed with CAA partners, and a surge in participation is anticipated as we enter heating season
- Energy Efficiency Gas kits distributed in preparation for winter, offering customers free energy-saving products and saving solutions

Utilities Serve Low-Income Customers



- **Nicor Gas**

- Outreach focus on IQ customers to increase awareness of available programs, including a dedicated bill insert, TV spots, and social media placements
- Partnering with Ameren Illinois and Joshua Page Construction (MBE) on targeted IQ outreach for assessment and weatherization, within the Bloomington – Normal Area
- Continuing IQ Energy Savings Kits Initiative, which allows Community Action Agency employees to place kit orders for customers during their visits

- **MidAmerican**

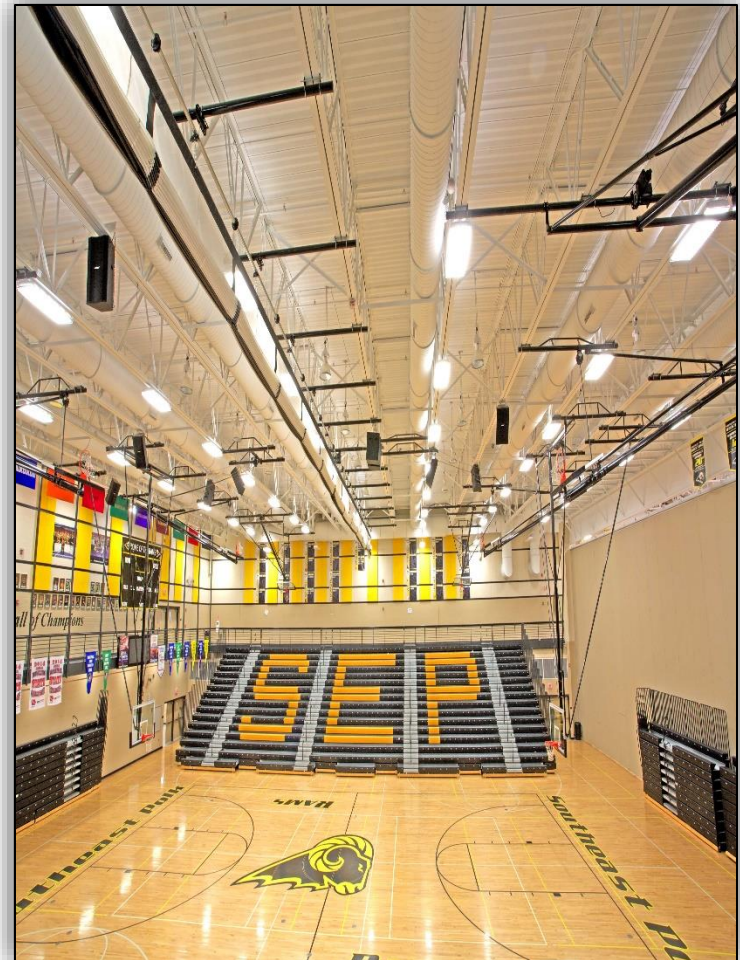
- Partnering with Project NOW to support the Weatherization Assistance Program and to weatherize and improve low income multifamily units in the Illinois Quad Cities
- Home energy reports provided additional tips to reduce winter consumption



Utilities Serve Public Sector Customers

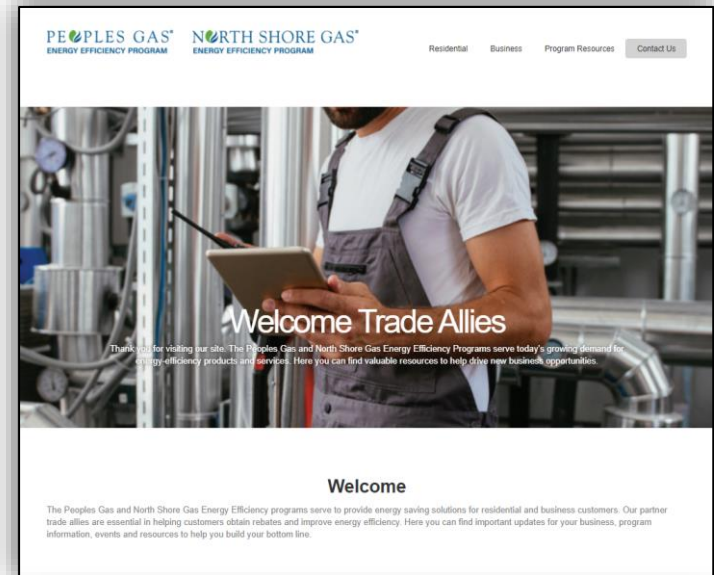
We all work to build relationships with public sector customers through various avenues and offerings.

- **Ameren Illinois**
 - More than 4,000 projects for public sector facilities completed since program launch in 2018
 - Utilizing, IL State Board of Education (ISBE) data to focus on schools that report higher percentages of low income students
- **MidAmerican**
 - One-stop shop for public sector to implement energy efficiency opportunities with enhance rebates through December 31, 2020
 - Two new enrollments and three buildings completed under the Commercial New Construction program



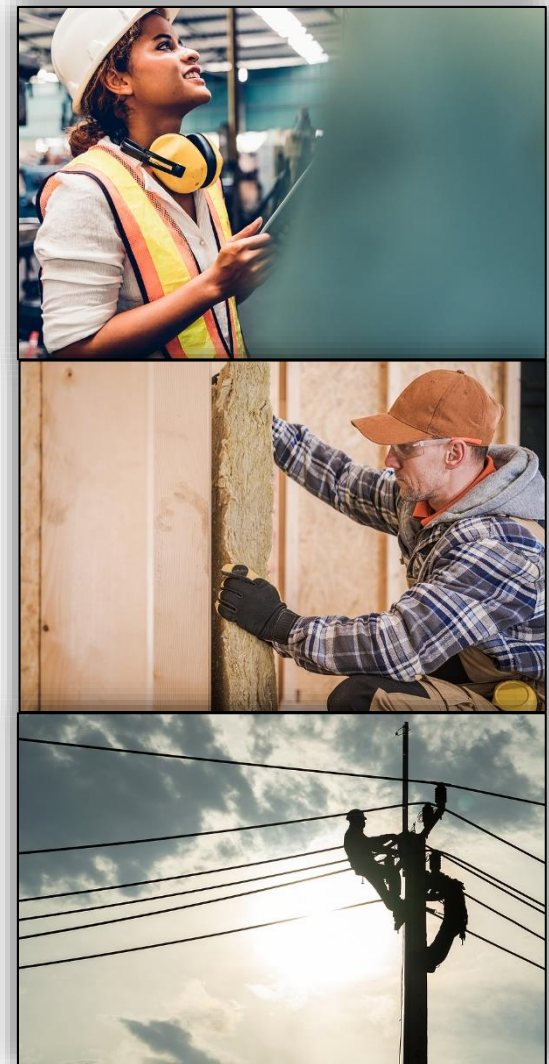
Utilities Serve Public Sector Customers

- **Peoples Gas and North Shore Gas**
 - Developing resources and monthly contractor-focused webinars to increase Energy Efficiency program visibility, focusing on executive-level engagement to access capital expenditure pipelines
 - Continued partnerships with five of the largest public sector accounts in the City of Chicago and its sister agencies, to discuss energy efficiency project and savings opportunities
 - Customer spotlights for Chicago Public Schools and Waukegan Community Unit School District 60
- **Nicor Gas**
 - Outreach was conducted with municipalities, forest preserves, park districts, public schools, colleges and universities
 - Implemented a virtual assessment option, which allowed for us to assess our PS customer facilities, without being there in person. Now customers have the options of in person or virtual
 - Currently targeting Small Business and PS customers in IQ zip codes, which was a large segment impacted by COVID-19



Workforce Development under FEJA

- Peoples Gas and North Shore Gas
 - Placing emphasis on diverse suppliers in energy efficiency portfolio
 - Construct is a 10-week job-readiness program alongside Nicor, designed to prepare participants for entry-level work in the utility industry, with a focus on natural gas
- MidAmerican
 - Request For Proposal process emphasizes inclusion of diverse suppliers in energy efficiency portfolio



Workforce Development under FEJA

- Ameren Illinois
 - Continued to increase the number of diverse-owned program allies working in program, with 381 program allies self identified as diverse
 - So far in 2020, Ameren Illinois engaged diverse implementation contractors for 26% of the non incentive implementation spend
 - Market Development initiative internship program adapted to remote work in response to COVID-19, with 13 employers and 15 interns in 2020
- Nicor Gas
 - Nicor Gas Career Academy – Quad County Urban League
 - Construct Program
 - Strong focus on finding and using diverse vendors and contractors
 - Resource Innovations (WBE)
 - Urban Efficiency LLC (MBE)
 - Urban Efficiency Group (MBE)
 - Joshua Page Construction (MBE)
 - Anura Energy- (WBE)



Questions?

MidAmerican Energy MidAm_EnergyCo · Oct 22

Who has turned on their furnace? 🐼 If you haven't yet, it's sure to happen soon enough, so make sure your furnace is ready to go! Don't forget to have it inspected by your local HVAC technician and be sure it has a fresh filter so that the system doesn't overwork itself.



Chemistry. Everybody.
At Your Service

NORTH SHORE GAS
ENERGY EFFICIENCY PROGRAM

Let's start saving!

THANK YOU! You are taking an important step toward saving money and energy by making your home more efficient.



1-800-333-3333

You're halfway to savings.

You completed your assessment. Now take advantage of your rebates!


PEOPLES GAS
ENERGY EFFICIENCY PROGRAM



Nicor Gas | Energy Efficiency Program

For everything home is today, we're here to help you save

Maybe your family room doubles as your home gym, or your office is your kitchen table. However your home has changed, Nicor Gas has free ways to help you save energy and prepare your home for winter.



The Nicor Gas Energy Efficiency Program is funded by Nicor Gas customers in compliance with state law.

Free weatherization services

Income-qualified customers can receive free upgrades including air sealing, insulation, duct sealing and other home improvements to help save money and energy.

See if you qualify and learn more at nicorgas.com/freeweatherization

Free energy-saving kits

Increase your energy savings with a free weatherization kit to seal gaps around windows, doors and outlets in your home.

Call 877.886.4239 or order online at nicorgas.com/freekit

SAVE
SAFE AND VIRTUAL ENERGY EFFICIENCY



Welcome to the Ameren Illinois SAVE (Safe and Virtual Energy Efficiency) Kit Offering. During this time, we are committed to helping you find ways to improve your comfort, reduce your usage, and manage your costs.

Installing these products included in your kit will not only help you save energy, but can help lower your future energy bills. As an added benefit, Ameren Illinois is offering customers incentives for installing these energy-saving products.

Follow these simple steps to get started:

- 1 Read the enclosed Product Installation Guide.
- 2 Install each product in the SAVE Kit.
- 3 Verify your product installation one of three ways:
 - VIRTUALLY ASSISTED INSTALL OPTION — \$150 Incentive Check*
 - VERIFIED SELF-INSTALL OPTION — \$75 Incentive Check*
 - NON-VERIFIED SELF-INSTALL OPTION — \$20 Online Marketplace Coupon*
- 4 Once requirements are met and verified, your incentive will arrive in 4-6 weeks.

Scan the QR code below, visit AmerenIllinoisSavings.com/SAVE, or call 1.866.838.6918 for complete details.



Ameren ILLINOIS
ENERGY EFFICIENCY PROGRAMS

*Incentives are available until funds are depleted.